

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Richard W. Cheston et al

Group Art Unit: unassigned

Serial Number: N/A

Examiner : unassigned

Filed: herewith

Title: SYSTEM AND METHOD FOR REDUCING TROUBLE TICKETS AND MACHINE RETURNS ASSOCIATED WITH COMPUTER FAILURES

INFORMATION DISCLOSURE STATEMENT (IDS) UNDER 37 CFR 1.97

Commissioner For Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicants submit herewith patents, publications or other information which they are aware, which they believe may be material to the patentability of this application and in respect of which there may be a duty to disclose in accordance with 37 CFR 1.56.

While this Information Disclosure Statement may be "material" pursuant to 37 CFR 1.56, it is not intended to constitute an admission that any patent, publication or other information referred to herein is "prior art" for this invention unless specifically designated as such.

In accordance with 37 CFR 1.97(g) the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined in 37 CFR 1.56(a) exists.

The attached form, PTO-1449, provides a listing of patents, publications, or other information as required by 37 CFR 1.98(a)(1).

A copy of each of the items on PTO-1449 is supplied herewith.

Respectfully submitted,

By:



SCOTT W. REID

Registration No. 42,098

Telephone No.: (919) 254-1085

Customer No. 25299

IBM Corporation

Dept. 9CCA/002

P.O. Box 12195

Research Triangle Park, NC 27709-2195

FORM PTO - 1449 (Modified)

LIST OF PATENTS AND PUBLICATIONS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT

(Use several sheets if necessary)

Sheet 1 of 1

Application Number	unassigned
Filing Date	herewith
First Named Inventor	Hiroshi Itoh
Group Art Unit	unassigned
Examiner Name	unassigned
Attorney Docket Number	RPS920030176US1

U.S. PATENT DOCUMENTS

Examiner Initials	Cite No.	Patent Document Number	Kind Code	Applicant	Date of Publication mm/dd/yyyy	Pages, Columns, Lines Where Relevant Passages Appear
	P2	2002/0120535	A1	Yu	08/29/2002	
	P1	2003/0046180	A1	Chiu et al	03/06/2003	

OTHER ART (Including Author (CAPITAL LETTERS), Title, Date, Pertinent Pages, etc.)

Examiner Initials	Cite No.					

Examiner Signature

Date Considered

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include a copy of this form with next communication to applicant.